Avaya Visualization Performance and Fault Manager — VPFM SCOM Connector Installation

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Chapter 1: New in this release

This is the initial release of the Avaya Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector. It is a part of the Avaya Unified Branch Office Solution (UBS).

Features

VPFM SCOM Connector for Microsoft SCOM is a separate installable installed on SCOM server.

VPFM SCOM Connector Management Pack (MP) includes the following products:

- Avaya Communication Server 1000 (Avaya CS 1000)
- Avaya Secure Router 4134 (Avaya SR 4134)
- Advanced Gateway 2330 MCR (SR 2330)
- Avaya Secure Router 1000 series
- Avaya Secure Router 3000 series
- Avaya Ethernet Routing Switch 2500
- Avaya Ethernet Routing Switch 4500
- Avaya Ethernet Routing Switch 8600
- Avaya Ethernet Routing Switch 8800
- Avaya Virtual Services Platform 9000
- WLAN
- Belden/ or Hirschmann routers and switches

Chapter 2: Introduction

This document provides information to install Avaya Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector on SCOM 2007 server and deploy Avaya VPFM Management Pack (MP) in your existing SCOM environment. The VPFM SCOM Connector, shipped with Avaya network management solution VPFM, monitors performance, propagates events and device information from Avaya VPFM to SCOM 2007 console.

This document provides information about the following:

- Installing VPFM SCOM Connector
- Modifying VPFM SCOM Connector settings
- Deploying Avaya VPFM MP
- Uninstalling VPFM SCOM Connector

Navigation

- Installation fundamentals on page 9
- VPFM SCOM Connector installation on page 11
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Chapter 3: Installation fundamentals

This chapter provides the basic installation information specific to Avaya Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector.

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- Installation process on page 9
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VPFM SCOM Connector

VPFM SCOM Connector is a service on SCOM server bridging the connection between Avaya VPFM and SCOM 2007 console.

The following products MPs are included in the VPFM SCOM Connector software package:

- Avaya Communication Server 1000 (Avaya CS 1000)
- Avaya Secure Router 4134 (Avaya SR 4134)

Following are limitations of Avaya VPFM SCOM Connector:

- Scope of monitoring is limited to Avaya CS 1000 and Avaya SR 4134 for this release.
- Supports only Unified Branch Office Solution (UBS) for this release.
- VPFM-Lite does not support Avaya VPFM integration with Microsoft SCOM through VPFM SCOM Connector. Install VPFM 2.3 license.

Installation process

VPFM SCOM Connector is installed through a wizard based installer. Installer can be run from DVD or can be copied to hard drive and run from there.

VPFM SCOM Connector is installed on the SCOM server. SCOM server is the machine on which Microsoft SCOM 2007 is installed with Service Pack (SP) 1. VPFM server is the machine on which VPFM 2.3 software is installed on the Windows or Linux.

For more information about VPFM SCOM Connector installation, see VPFM SCOM Connector installation on page 11.

Uninstallation process

Uninstallation of VPFM SCOM Connector is done through the wizard based installer.

For more information, see VPFM SCOM Connector uninstallation on page 19.

Chapter 4: VPFM SCOM Connector installation

This chapter provides procedure to install Avaya Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector on SCOM server and deploy VPFM Management Pack (MP) into your existing SCOM 2007 console.

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- Deploying Avaya VPFM MP on page 15
- Starting or restarting VPFM SCOM Connector service on page 17
- Verifying installation on page 17

Prerequisites

- Ensure Microsoft SCOM 2007 is installed on a machine running Windows 2003 with Service Pack (SP) 1.
- Ensure at least one VPFM discovery domain is defined to cover the supported devices, Avaya Communication Server 1000 (Avaya CS 1000) or Avaya Secure Router 4134 (Avaya SR 4134).

Important:
VPFM SCOM Connector can connect to only one VPFM discovery domain.

Installing VPFM SCOM Connector

Use the following procedure to install VPFM SCOM Connector.

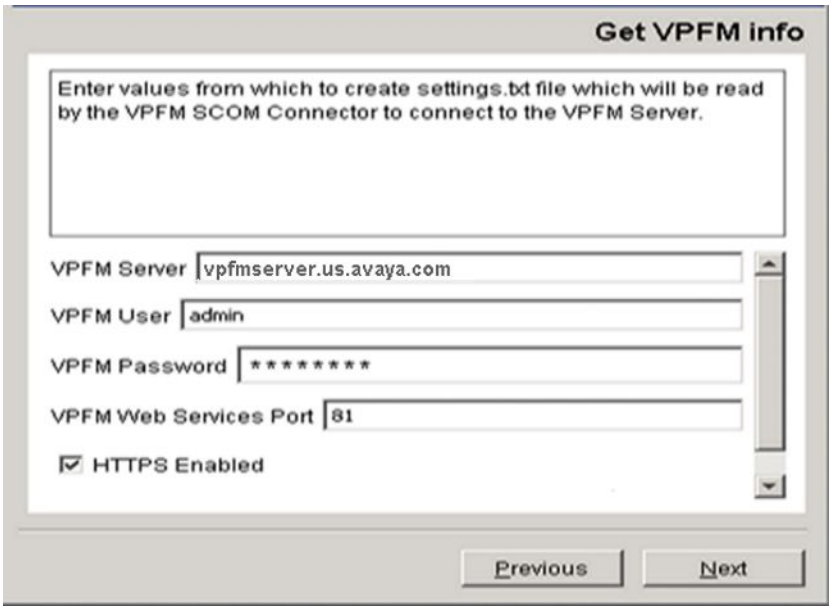
Prerequisites

- Ensure Microsoft SCOM 2007 is installed on a machine running Windows 2003 with Service Pack (SP) 1.
- Ensure to install VPFM 1.0 license for Avaya VPFM integration with Microsoft SCOM.

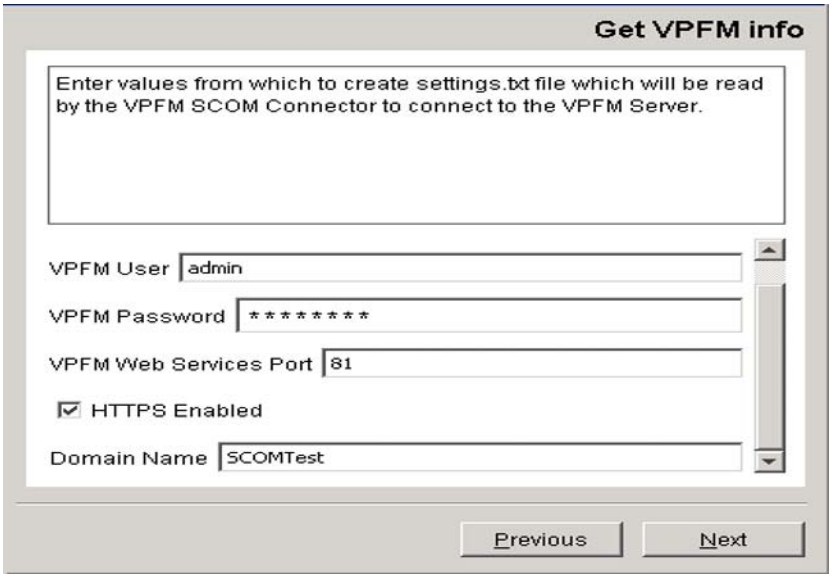
1. Run the DVD or double-click on the installer saved on hard-drive.
   The initial installation dialog box appears.
2. Click **Next**.
   License Agreement dialog box appears.

3. Select **I accept the terms of the license agreement**.
4. Click **Next**.
   Choose Install Folder dialog box appears.
5. Select **Restore Default Folder**
   Or
   click **Choose** to select the storage space.

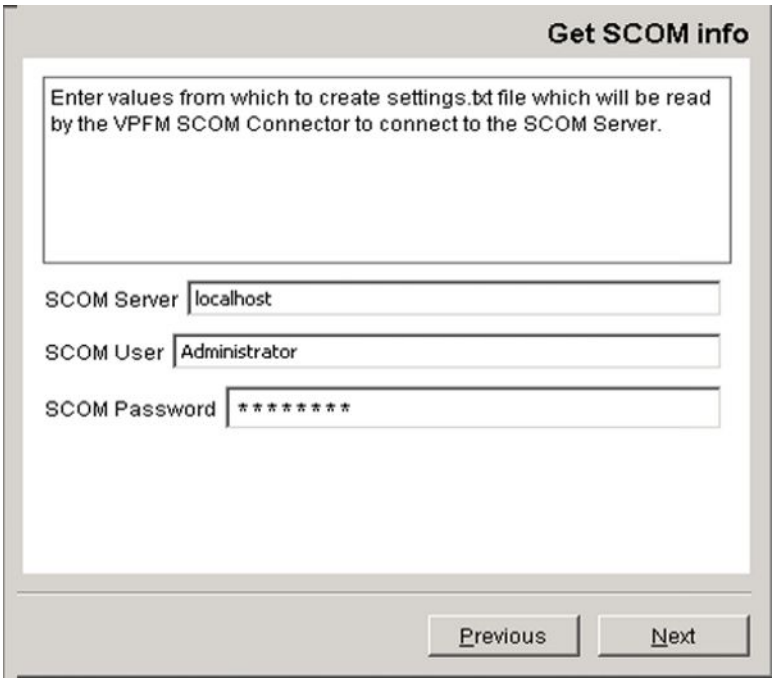
   Important:
   The path name cannot contain spaces.
6. Select **Next**.
   Get VPFM Info dialog box appears.



7. Enter the VPFM Fully Qualified Domain Name (FQDN) in **VPFM Server**.
8. Enter VPFM user name connected with rule UCMSysAdmin in **VPFM User**.
9. Enter VPFM password connected with rule UCMSysAdmin in **VPFM Password**.
10. Enter VPFM web services port number in **VPFM Web Services Port** and select **HTTPS Enabled**.
    By default, VPFM Web Services Port number is 81 and HTTPS Enabled is enabled.
11. Scroll down to enter VPFM discovery domain name.
12. Enter the discovery domain name created in VPFM for campus discovery and topology view in **Domain Name**.

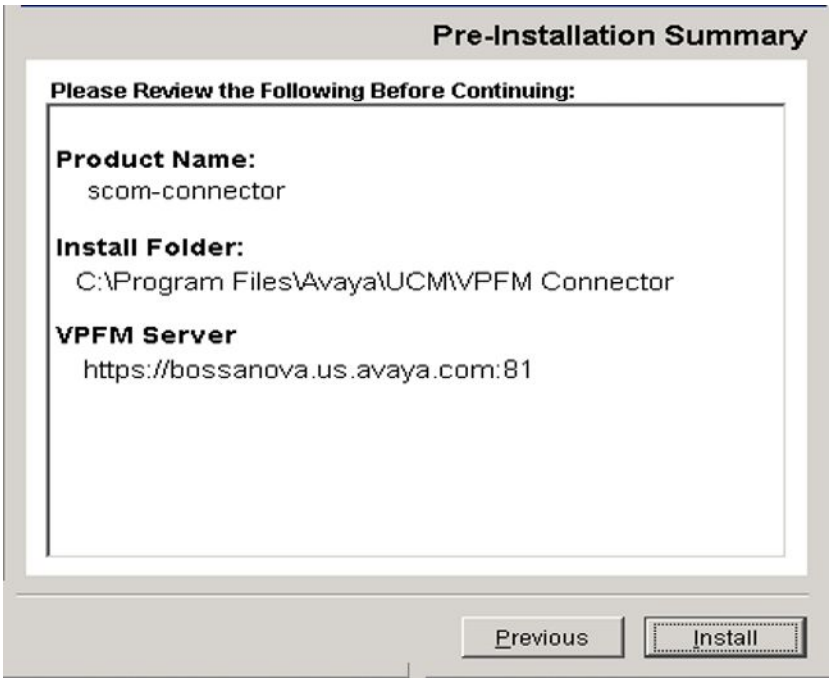


13. Click **Next**.
    Get SCOM Info dialog box appears.

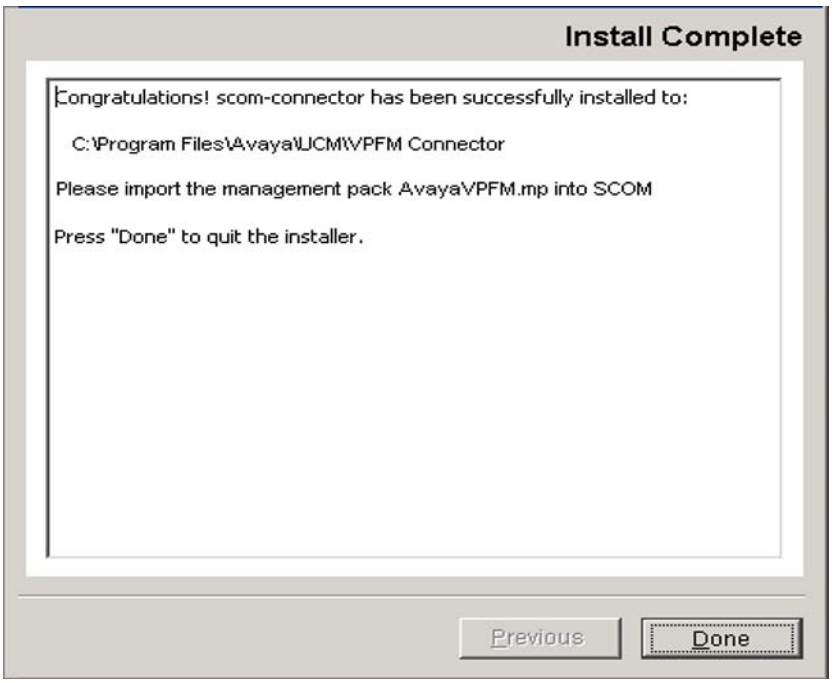


14. Enter the SCOM server domain name in **SCOM Server**.
    By default, the SCOM server name is localhost.
15. Enter user name with SCOM write permissions in **SCOM User**.
16. Enter password with SCOM write permissions in **SCOM Password**.
17. Click **Next**.

Pre-Installation Summary dialog box appears.



18. Click **Install**.
    The Install Complete dialog box appears after installation.



19. Click **Done** to exit the installer.
    The SCOM and VPFM values provided during the installation are stored in **settings.txt**. By default, the file is located in **C:\Program Files\Avaya\UCM\VPFM Connector\services**. These configuration values can be modified. For more

information, see *Avaya Visualization Performance and Fault Manager VPFM SCOM Connector Fundamentals* (NN48014-101).

Variable Definitions

Variable	Definition
VPFM Server	FDQN of the VPFM Server.
VPFM User	VPFM user name connected with rule UCMSysAdmin.
VPFM Password	VPFM password connected with rule UCMSysAdmin.
VPFM Web Service Port	VPFM Web server port number provided during VPFM server installation. By default, the port is 81.
HTTPS Enabled	Enable the HTTPS.
Domain Name	Discovery domain name created in VPFM for campus discovery and topology view.
SCOM Server	Domain name of the SCOM server. By default, the domain name is localhost.
SCOM User	User name with SCOM write permissions.
SCOM Password	Password with SCOM write permissions.

Deploying Avaya VPFM MP

Use the following procedure to deploy the Avaya VPFM Management Pack (MP) on SCOM 2007 Operations Console.

Prerequisites

VPFM SCOM Connector must be installed on SCOM server.

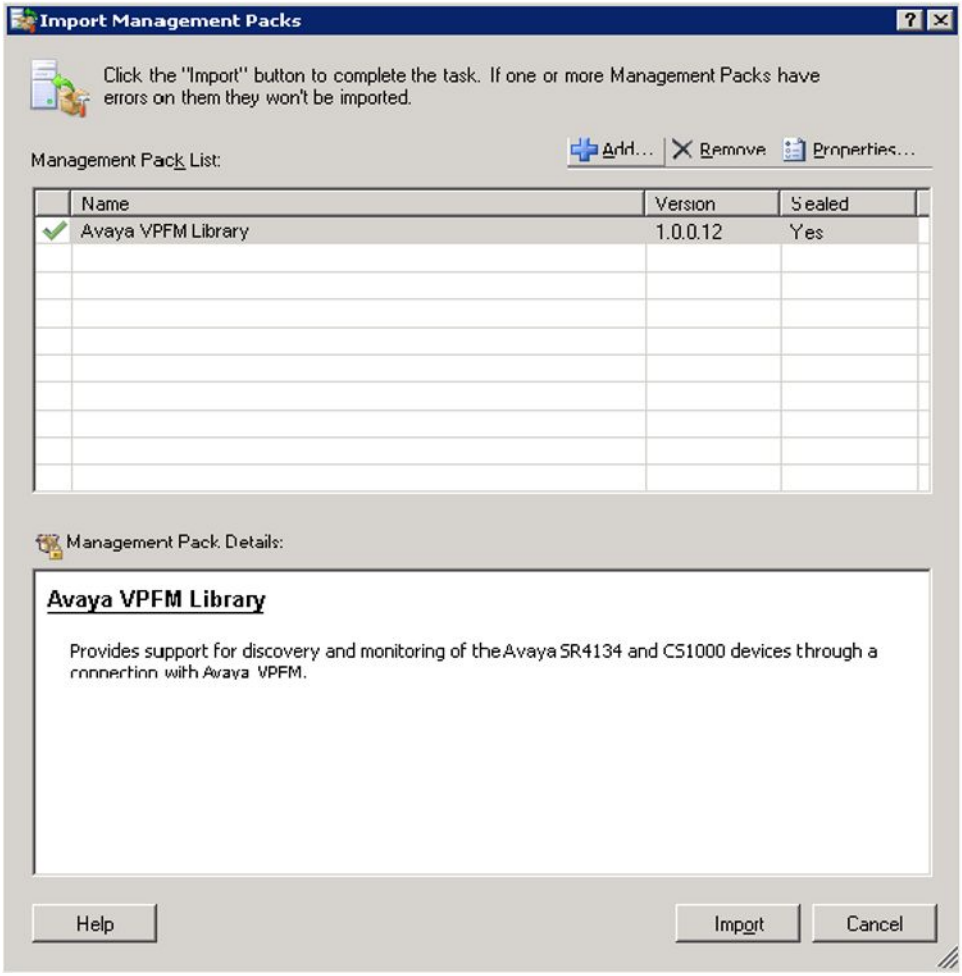
1. Launch the SCOM Operations Console.
   Select **Start > All Programs > System Center Operations Manager 2007 > Operations Console**.
2. In Operations Console, click **Administration**.
3. In Administration pane, expand **Administration**.
4. Right-click on **Management Packs** and then click **Import Management Packs**

Or

Select **Import Management Pack**, from **Actions**.

Select Management Pack to Import dialog appears.

5. Browse to the directory where VPFM connector is saved.
   By default, the location is **C:\Program Files\Avaya\UCM\VPFM Connector**.
6. Select **AvayaVPFM.mp** and click **Open** to import.
   Import Management Packs dialog box appears.



7. Click **Import**.
   After the import process is complete, and the dialog box displays an icon next to the Management Pack indicating success or failure of the importation.
8. Click **Close**.
9. The content area lists VPFM library under the Management Packs.
10. Start/restart the VPFM SCOM Connector service after importing the Management Pack.

For more information, see Starting or restarting VPFM SCOM Connector service on page 17.

Starting or restarting VPFM SCOM Connector service

Use the following procedure to start or restart VPFM SCOM Connector service.

1. On the SCOM server where VPFM SCOM Connector is installed, select **Start > Control Panel**.
2. Double-click **Administrative Tools**, and then double-click **Services**.
   Services window appears.
3. In details panel, do one of the following:
   - Click **VPFM Connector**, and then, on **Actions** menu select **Start** to start the service after installing VPFM MP or **Restart** to restart the VPFM SCOM Connector service.
   - Right-click **VPFM Connector** and then click **Start** or **Restart**.

   The VPFM Connector service is started or restarted according to your selection.

Verifying installation

After completing the installation, use the following procedure to check deployment of Avaya VPFM Connector in SCOM 2007 console.

1. Launch the SCOM Operations Console.
   Select **Start > All Programs > System Center Operations Manager 2007 > Operations Console**.
2. In Operations Console, click **Monitoring**.
3. In Monitoring pane, expand **Monitoring**.
   VPFM appears in the Monitoring pane.

For more information about VPFM SCOM Connector operation details, see *Avaya Visualization Performance and Fault Manager VPFM SCOM Connector Fundamentals* (NN48014-101).

Chapter 5: VPFM SCOM Connector uninstallation

This chapter describes how to uninstall Avaya Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector.

Uninstallation of VPFM SCOM Connector software does not delete the Avaya VPFM Management Pack (MP) from SCOM 2007 console. It is necessary to delete the Avaya VPFM MP from SCOM 2007 console and then uninstall the software.

The log, event, and setting files are not deleted during uninstallation. You can delete them manually. If files are not deleted, the event and setting files are replaced with data provided during the next installation and log file is appended with new logs.

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- Uninstalling VPFM SCOM Connector on page 20

Deleting Avaya VPFM MP

Use the following procedure to delete the VPFM MP from SCOM 2007 console.

1. Launch the SCOM Operations Console.
   Select **Start > All Programs > System Center Operations Manager 2007 > Operations Console**.
2. In Operations Console, click **Administration**.
3. In Administration pane, expand **Administration**.
4. Select **Management Packs**.
   The Management Packs appear.
5. Navigate to select **VPFM Library**.
6. Right-click on **VPFM Library** and then click **Delete**
   Or
   Select **Delete**, from **Actions**.

VPFM MP is deleted.

Uninstalling VPFM SCOM Connector

Use the following procedure to uninstall VPFM SCOM Connector.

1. Navigate to the location **C:\Program Files\Avaya\UCM\VPFM connector \Uninstall_SCOM-Connector**.
2. Double-click **Uninstall SCOM-Connector.exe**.
   The Uninstall SCOM Connector dialog box appears.
3. Click **Uninstall**.
   The uninstallation process may take several minutes.

Chapter 6: Troubleshooting

This chapter provides procedural information to troubleshoot and isolate problems in your Avaya Visualization Performance and Fault Manager (VPFM) System Center Operations Manager (SCOM) Connector and SCOM 2007.

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Unable to view campus

Use the following procedure when VPFM discovery domain does not appear in Campus View.

Prerequisites

- Ensure to install VPFM 2.3 license for Avaya VPFM integration with Microsoft SCOM.
- Ensure VPFM SCOM Connector is installed on SCOM server.

1. Launch SCOM 2007 console.

   Select **Start > All Programs > System Center Operations Manager 2007 > Operations Console**.
2. In Operations console, select **Administration**.
3. In Administration pane, select **Management Packs**.
4. In results pane, navigate to check **VPFM Library**. Go to step 6 on page 21 if VPFM Library appears.
5. Import VPFM Connector Management Pack (MP).

   For more information to import Management Pack, see Deploying Avaya VPFM MP on page 15.
6. Launch Services.

   Navigate to select **Start > Control Panel > Administrative Tools > Services**.
7. Navigate to locate **VPFM Connector**.
8. Ensure **VPFM Connector** is started.

For more information, see Starting or restarting VPFM SCOM Connector service on page 17.

9. Log onto VPFM.
10. Ensure to discover domain in VPFM.

    For more information to discover VPFM domain discovery, see *Avaya Visualization Performance and Fault Manager Configuration* (NN48014-500).
11. Open **log.txt** file in text editor.

    By default, the location is **C:\Program files\Avaya\UCM\VPFM Connector \Services\logs**
12. In logs file, check event severities. Go to step 14 on page 22 if there are no severities.
13. Check VPFM SCOM Connector or VPFM server configuration.
14. Open **status.txt** file with text editor.

    By default, the location is **C:\Program files\Avaya\UCM\VPFM Connector \Services**
15. Check the status message. Go to step 17 on page 22 if `OK` appears.
16. Check VPFM and VPFM SCOM Connector configuration according to the error description.
17. Open **settings.txt** file with text editor.

    By default, location is **C:\Program files\Avaya\UCM\VPFM Connector \Services**.
18. Check VPFM and SCOM server configuration details. Go to step 21 on page 23 if the configurations are correct.

    Initial values in **settings.txt** file contains the VPFM and SCOM sever details provided during VPFM SCOM Connector installation.
19. Update the VPFM and SCOM server changes in **settings.txt** file.

    The **editting-settings.txt** file, in the same location, can be used as reference while modifying **settings.txt** file.

    Important:

    Before making the changes, rename or save **settings.txt** file for later reference.
20. Prefix user name and password with **`plaintext:`**.

    The entries in **settings.txt** file prefixed with **`plaintext:`** are encrypted after restarting **VPFM Connector** in **Services**.

Important:

The **scomManagementPackName** value must not be changed.

21. In **Services**, restart **VPFM Connector** to apply changes saved in **settings.txt** file.

    For more information, see Starting or restarting VPFM SCOM Connector service on page 17.

Troubleshooting device health status

In SCOM 2007, Managed Devices display device health status. The status of the device is Healthy if the device is working correctly, else the status changes. Use the following procedure to troubleshoot Avaya VPFM server health status.

Prerequisites

Ensure SCOM 2007 console is working correctly.

1. Open **status.txt** file with text editor.

   By default, the location is **C:\Program Files\Avaya\UCM\VPFM Connector \Services**
2. Check the status message. Go to step 4 on page 23 if OK appears.
3. Check the configuration according to the error description.
4. Open **log.txt** file in text editor.

   By default, the location is **C:\Program Files\Avaya\UCM\VPFM Connector \Services\logs**
5. In logs file, check event severities. Go to step 7 on page 23 if there are no severities.
6. Check the configurations accordingly.
7. In Services, restart **VPFM Connector**.

   For more information, see Starting or restarting VPFM SCOM Connector service on page 17.
8. Open **status.txt** file.
9. Check the status message. Go to step 11 on page 24 if OK appears.

Important:

The **status.txt** file is written with a new value only when the VPFM SCOM Connector service is restarted, or when **settings.txt** file is manually modified and VPFM SCOM Connector service is restarted.

10. Check the configuration if there is any error description.
11. Check health status of VPFM server in Managed Devices.

    It may take few minutes and the VPFM server status appears healthy.